

Hours Not Worked Metro Animal Services



KPI Owner: Stephanie Moore

Process: Time & Attendance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
<p>Baseline: CY13, 5,267 Hrs. or 5% of Total Hrs.</p> <p>Goal: Compared to FY13 (July 12-June 13), reduce hours not worked to no more than 4% of total hours by June 30, 2014.</p> <p>Benchmark: 2%</p>	<p>Data Source: Psoft Payable Time</p> <p>Goal Source: Dept Management Team</p> <p>Benchmark Source: Bureau of Labor Stats</p>	<p>Plan-Do-Check-Act Step is Unclear</p> <p>Measurement Method: Total # of hrs. per month employees were not at work performing normal job functions (excludes vacations & holidays)</p> <p>Why Measure: Better understand factors impacting time & attendance</p> <p>Next Improvement Step: Investigate root causes of hours lost due to work related illness & injury. Coach employees who use high sick leave.</p>

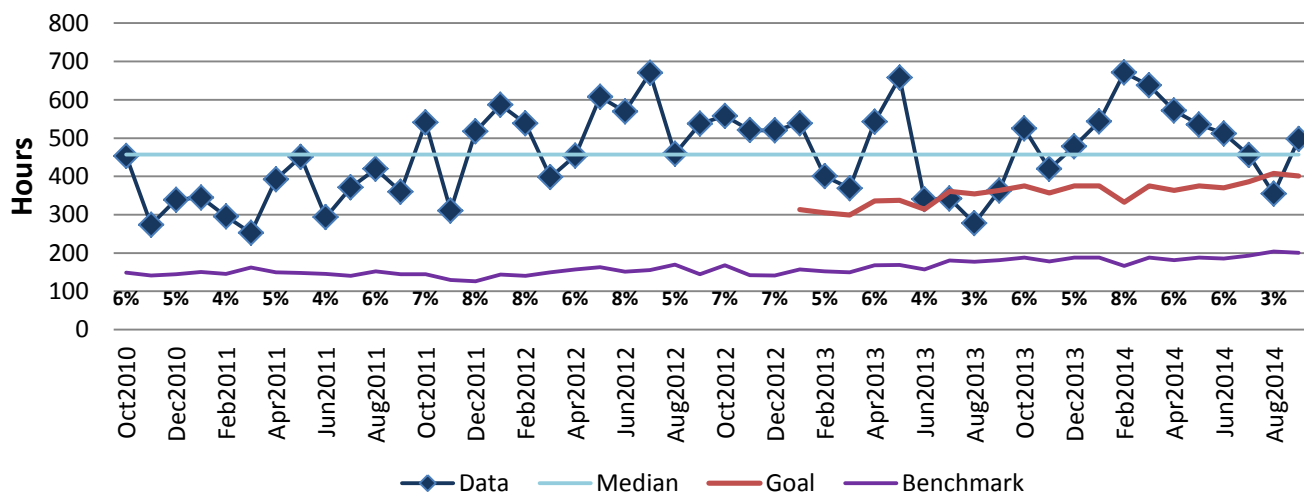
How Are We Doing?

Oct2013-Sep2014 12 Month Goal	Oct2013-Sep2014 12 Month Actual		Sep2014 Goal	Sep2014 Actual	
4,496	6,202		401	498	
Hours	Hours		Hours	Hours	

Hours Not Worked



Good



Oct2013-Sep2014 Pareto Analysis

